

IN THE CLAIMS

Claims 1-45 are cancelled.

46 (previously amended). A method of processing a complaint, comprising: automatically receiving, at a computer, initial information from a complainer including information identifying the complainer,

automatically selecting, at the computer, selected data from data previously received from a complainee based on the initial information from the complainer,

automatically providing, from the computer, the selected data to the complainer,

automatically receiving, at the computer, additional information from the complainer after providing the selected data to the complainer,

automatically preparing, at the computer, the complaint based on the initial information and the additional information received from the complainer,

automatically presenting, from the computer, the prepared complaint to the complainer for approval to generate an approved complaint, and

automatically forwarding, from the computer, the approved complaint, including the information identifying the complainer, to the complainee.

47 (previously added). The method of claim 46, wherein the prepared complaint includes emotional state information relating to the complainer.

48 (previously added). The method of claim 46, wherein the prepared complaint includes indications of at least two remedies desired by the complainer.

49 (previously added). The method of claim 46, wherein the prepared complaint includes statements in first person language based on information received from the complainer that was not in first person language.

50 (previously added). The method of claim 46, wherein the data previously received from the complainee relates to the complainee's complaint handling policy.

51 (previously added). The method of claim 46, further comprising docketing the approved complaint for predetermined actions at predetermined times.

52 (previously added). The method of claim 46, further comprising providing a response from the complainee to the complainer.

53 (previously added). The method of claim 52, further comprising automatically preparing a case summary based on the complaint and the response.

54 (previously added). The method of claim 46, further comprising providing data relating to other complaints to the complainer prior to preparing the complaint.

55 (previously amended). A method of processing a complaint, comprising: automatically receiving, at a computer, information from a complainer including information describing a problem, information relating to an emotional state of the complainer, and information identifying the complainer,

automatically, at the computer, preparing the complaint including emotional state information based on the information received from the complainer,

automatically, at the computer, presenting the prepared complaint to the complainer for approval to generate an approved complaint, and

automatically forwarding, from the computer, the approved complaint to the complainee.

56 (previously added). The method of claim 55, further comprising providing data previously received from the complainee to the complainer prior to preparing the complaint.

57 (previously added). The method of claim 56, wherein the data previously received from the complainee relates to the complainee's complaint handling policy.

58 (previously added). The method of claim 55, wherein the prepared complaint includes indications of at least two remedies desired by the complainer.

59 (previously added). The method of claim 55, wherein the prepared complaint includes statements in first person language based on information received from the complainer that was not in first person language.

60 (previously added). The method of claim 55, further comprising docketing the approved complaint for predetermined actions at predetermined times.

61 (previously added). The method of claim 55, further comprising providing a response from the complainee to the complainer.

62 (previously added). The method of claim 61, further comprising automatically preparing a case summary based on the complaint and the response.

63 (previously added). The method of claim 55, further comprising providing data relating to other complaints to the complainer prior to preparing the complaint.

Claims 64-81 are cancelled.

82 (previously amended). A method of processing a complaint, comprising: automatically forwarding, from a computer, a complaint approved by the complainer to a first complainee,

automatically detecting, at the computer, that the first complainee caused the complaint to be forwarded to a second complainee,

automatically detecting, at the computer, that the second complainee indicated that the complaint should be forwarded to the first complainee, and

automatically initiating, at the computer, a procedure to determine which of the first complainee and second complainee is responsible for substantively responding to the complaint.

83 (previously added). The method of claim 82, wherein the procedure includes sending a notice to the first and second complainees requesting that they determine which of them is responsible for substantively responding to the complaint.

84 (previously added). The method of claim 82, wherein the procedure includes automatically selecting one of the first and second complainees to substantively respond to the complaint.

85 (currently amended). A method of processing a complaint, comprising: automatically receiving, at a computer, information from a complainer including information relating to a problem experienced by the complainer and information identifying the complainer,

~~automatically selecting, at the computer, at least one selected remedy from a predetermined set of remedies based on the information from the complainer, the predetermined set of remedies being provided from the complainee,~~

automatically suggesting, at the computer, the at least one selected remedy to the complainer,

automatically receiving, at the computer, a response to the at least one suggested remedy,

automatically preparing, at the computer, the complaint based on the information and the response received from the complainer,

automatically presenting, from the computer, the prepared complaint to the complainer for approval to generate an approved complaint, and

automatically forwarding, from the computer, the approved complaint to the complainee.

86 (previously added). The method of claim 85, wherein the prepared complaint includes emotional state information relating to the complainer.

87 (previously added). The method of claim 85, further comprising docketing the approved complaint for predetermined actions at predetermined times.

88 (previously added). The method of claim 85, further comprising providing a response from the complainee to the complainer.

89 (previously added). The method of claim 85, further comprising providing data relating to other complaints to the complainer prior to preparing the complaint.